

REMARKS

The application has been reviewed in light of the Office Action dated October 18, 2005. Claims 1-7 were pending. By this Amendment, new dependent claims 8-11 have been added, claims 2, 5 and 6 have been canceled, claims 1, 3, 4 and 7 have been amended to correct informalities therein, and claim 1 has been amended to include the features formerly recited in now-canceled claims 2, 5 and 6. Accordingly, claims 1, 3, 4, 7 and 8-11 are now pending, with claim 1 being the sole claim in independent form.

The specification was objected to as having informalities. Claims 1-7 were objected to as having informalities.

The specification and the claims have been reviewed and amended to correct the formal matters noted in the Office Action.

Withdrawal of the objection to the specification and the objection to the claims is respectfully requested.

Claims 1, 3 and 5 were provisionally rejected under the judicially created doctrine of obviousness-type double patenting as purportedly unpatentable over claims 1, 2, 5 and 6 of co-pending application No. 09/846,991.

By this Amendment, claim 5 has been canceled, and claim 1 has been amended. Claim 3 depends from and includes all of the features of amended claim 1.

It is submitted that amended claims 1 and 3 are patentable over claims 1, 2, 5 and 6 of co-pending application No. 09/846,991.

Withdrawal of the double patenting rejection is respectfully requested.

Claims 1-5 and 7 were rejected under 35 U.S.C. § 102(e) as purportedly anticipated by U.S. Patent No. 6,892,317 to Sampath. Claim 6 was rejected under 35 U.S.C. § 103(a) as

purportedly obvious over Sampath in view of U.S. Patent No. 6,370,341 to Haines et al.

Applicant has carefully considered the Examiner's comments and the cited art, and respectfully submits that independent claim 1 is patentable over the cited art, for at least the following reasons.

This application relates to a system for reporting status of and offering service to an image communication terminal (for example, a photocopier, a facsimile device, a printing device, a device having information communication means via a network, etc.), through a service center. In conventional systems, a request for services is often submitted from an image communication terminal to a service center, bypassing the system manager. Therefore, when repair or maintenance action is taken, the system manager is not aware of such action. The present application is directed to a system wherein various information, such as corresponding to statuses, of an image communication terminal are informed to a manager via a service center.

The image communication terminal has a status detecting part which includes a maintenance/failure detecting part for detecting necessity of maintenance or failure status of the image communication terminal and a transmitting part for sending maintenance/failure information. An e-mail address of a manager personal computer and identification information of the image communication terminal are sent to the service center. The service center maintains a WEB site. Upon detection of a state where maintenance or repair is necessary, the service center sends an e-mail about the various information corresponding to the status to the manager personal computer. Various information corresponding to statuses is informed to the manager personal computer using an e-mail with a URL (Uniform Resource Locator) of a homepage of the manager personal computer. Thus, the manager personal computer is informed of information corresponding to the maintenance/failure status information from the WEB-site of the service

center.

The service center includes failure information or maintenance information for each of the image communication terminal and comprises introducing means for introducing information including information indicating time and date when the service-person is available and information related to new-product guide information.

Independent claim 1 of the present application is directed to a system comprising an image communication terminal, a manager personal computer connected to the image communication terminal via a network, and a service center connected to the image communication terminal via the network which includes all of the aforementioned features.

Sampath, as understood by Applicant, is directed to failure prediction and diagnoses of electronic systems operating in a network environment. The electronic systems are connected to a diagnostic server which analyzes data received from the electronic systems to determine an appropriate action to take, and submits an action request to initiate repair or corrective action. The action request is routed to an appropriate service and/or parts/consumable supplier, or to an autonomous repair agent. Alternatively, the action request may be transmitted back to the electronic system to initiate an automatic repair mode. In the automatic repair example, Sampath proposes that the repair information is forwarded to the customer or system administrator via a web page.

Applicant does not find teaching or suggestion in Sampath, however, of a system for reporting status of and offering service to an image communication terminal, (a) wherein upon detection of a state where maintenance or repair is necessary, the service center sends an e-mail about the various information to the manager personal computer, various information corresponding to statuses is informed to the manager personal computer using an e-mail with a

URL (Uniform Resource Locator) of a homepage of the manager personal computer, and the manager personal computer is informed of information corresponding to the maintenance/failure status information from a WEB-site of the service center, and (b) wherein the service center includes introducing means for introducing information including information indicating time and date when the service-person is available and information related to new-product guide information, as provided by the claimed invention of amended claim 1.

Haines, as understood by Applicant, is directed to techniques for managing consumables of an image forming device. Haines was cited in the Office Action as purportedly disclosing introducing information related to new-product guide information.

Figure 6 of Haines shows an inventory status e-mail message presented as a purchase order form from a company supply area to a company purchaser which purchase of supplies by the purchaser for the company. Contrary to the implication in the Office Action, the message shown in Figure 6 of Haines does not come from a service center.

Applicant does not find disclosure or suggestion in the cited art, however, of a system for reporting status of and offering service to an image communication terminal, (a) wherein upon detection of a state where maintenance or repair is necessary, the service center sends an e-mail about the various information to the manager personal computer, various information corresponding to statuses is informed to the manager personal computer using an e-mail with a URL (Uniform Resource Locator) of a homepage of the manager personal computer, and the manager personal computer is informed of information corresponding to the maintenance/failure status information from a WEB-site of the service center, and (b) wherein the service center includes introducing means for introducing information including information indicating time and date when the service-person is available and information related to new-product guide

information, as provided by the claimed invention of amended claim 1.

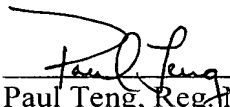
Accordingly, for at least the above-stated reasons, Applicant respectfully submits that independent claim 1, and the claims depending therefrom, are patentable over the cited art.

In view of the amendments to the claims and remarks hereinabove, Applicant submits that the application is now in condition for allowance. Accordingly, Applicant earnestly solicits the allowance of the application.

If a petition for an extension of time is required to make this response timely, this paper should be considered to be such a petition. The Office is hereby authorized to charge any fees that may be required in connection with this amendment and to credit any overpayment to our Deposit Account No. 03-3125.

If a telephone interview could advance the prosecution of this application, the Examiner is respectfully requested to call the undersigned attorney.

Respectfully submitted,

  
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